Navy International Programs Office

Case Execution Performance Tool (CEPT)

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CEPT: The Answer to Our Case Management Challenges

- **Decentralized case execution**

  - CEPT provides a centralized communication venue for multiple people, in different locations, who help manage a case

- **Resource Availability**

  - CEPT points out multiple problems with data from multiple systems (e.g. MISIL, STARS, DIFS) in a single place

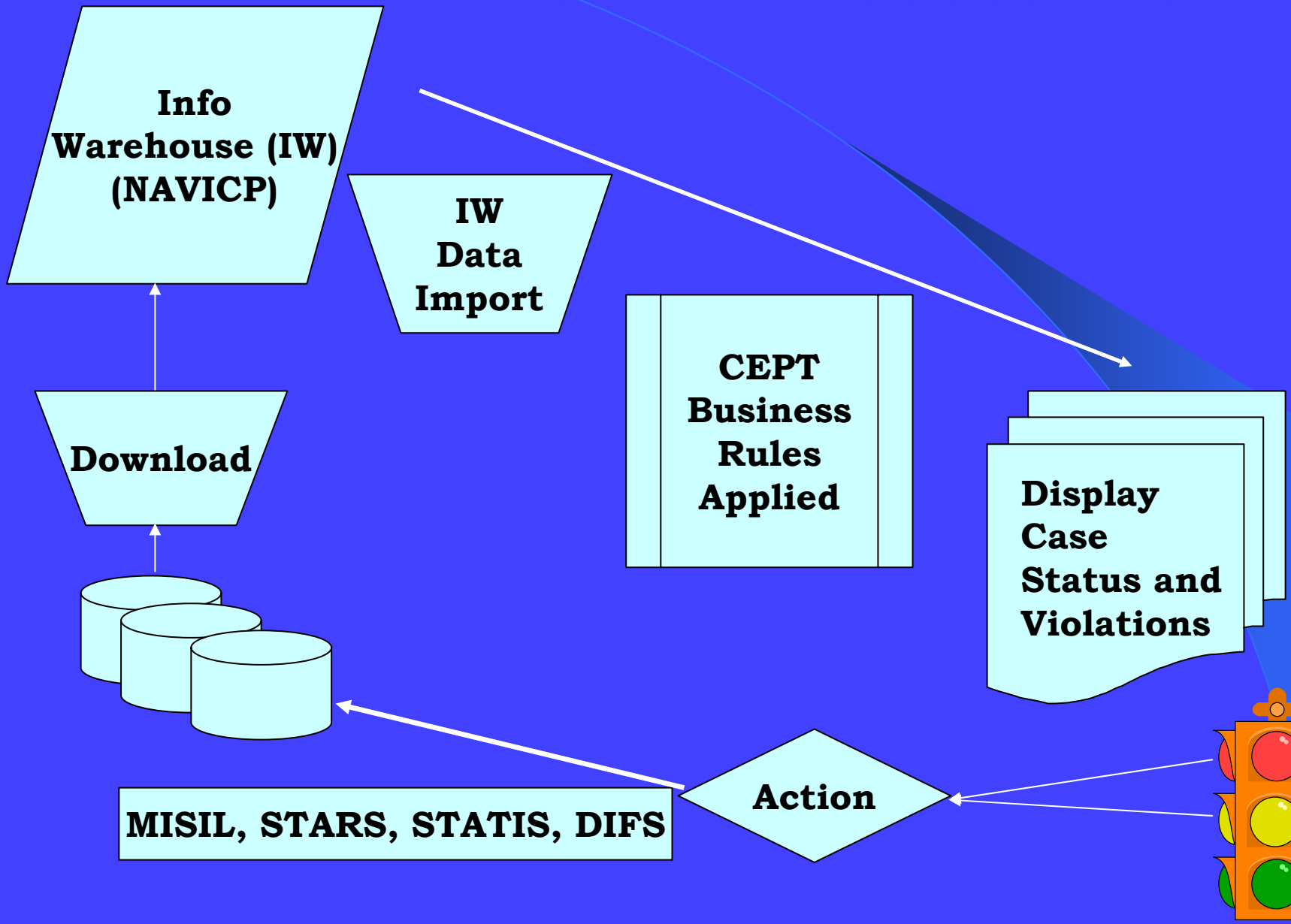
- **Legacy systems in "brown out"**

  - CEPT is a web-based tool that assesses basic business rules based on legacy system data

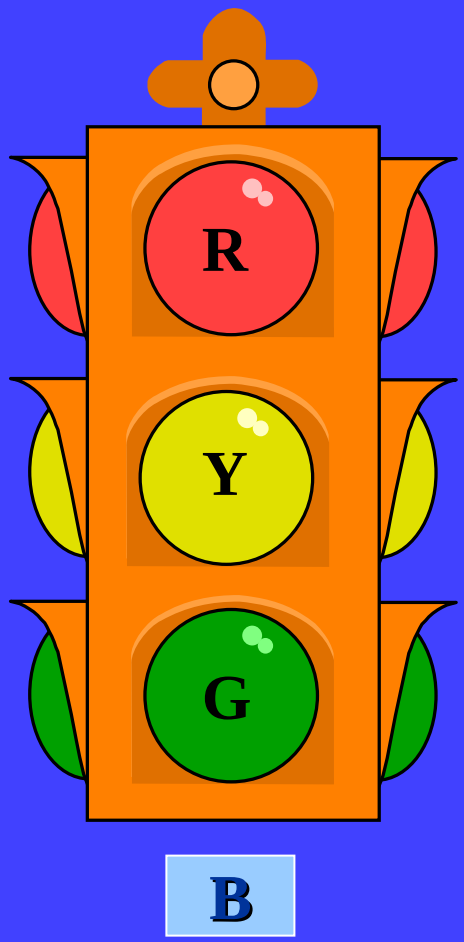
CEPT: The Answer to Our Case Management Challenges (cont.)

- **Routine "health assessment"**
  - **– *Color Indicator* – green, yellow and red used to assess health of case**
  - **– *Data Integrity* – update of official accounting systems with "shoebox" (case manager's) records**
  - **– *Early Identification and Resolution of case problems***
- **Conformance with OUSD/DSCA direction to perform annual case and payment schedule reviews**
- **More timely closure**

CEPT Process Flow



What the Colors Mean



Immediate action is required

Area requiring attention for probable action

No Rule Violations

Special Interest Designator

3 Business Rule Sets

Financial Performance – reflect effectiveness of financial management processes. Primarily at *case* level, but some *line* level.

Case Performance – logistics and other case performance (other than financial).

Closure Performance – Since the emphasis of the tool is on execution, not all closure rule violations will make the case turn color. Some will make the *case* yellow, others will make the *tab* yellow.

Note: A complete set of rules can be downloaded and printed from the opening screen in CEPT.

CEPT Business Rules

27 Rules

Category

Red – Critical; require immediate action

Yellow – Significant; require attention; probable action

Type

- 13 Financial Rules
  - 6 Red
  - 7 Yellow
- 7 Case Performance Rules
  - 3 Red
  - 4 Yellow
- 7 Closure Rules
  - 7 Yellow

Financial Business Rules

- Financially Troubled Cases (FTC)
  - Overcommitted, Overobligated, Overexpended
- Adverse Financial Condition (AFC)
  - Expenditures exceed Gross Obligations
- NCV Exceeded Due to CAS, LSC or SCML/Royalty Costs
- Aged Problem Disbursements
  - DOD Policy requires resolution within 120 days
  - Yellow at 90 days; Red at 120 days
- Uncommitted Authorizations Exceeded (GLA 3210 in deficit)
- PDLI Directed Funds Exceeded (GLA 3219 in deficit)
- Actual CAS Exceeds Estimated CAS by greater of $200 or 10%
- Actual LSC Exceeds Estimated LSC by greater of $200 or 10%
- Gross Obligations Exceed OA Issued at Case Line Level by 10%
- DIFS Delvrd Acsrls Exceeds Ordrd Acsrls by $200 or 10%

Case Performance Business Rules

- **Annual Case Review, to Include Payment Schedule Review, is Not Complete**
  - Annual case review is required until case is final closed
  - Annual payment schedule review is required until case is supply/services complete
- **RSN Delivery Schedule Has Past**
  - Includes Major Item & Non-Major Item Case Lines where the Delivery Commitment Date has passed
  - Major Items: Yellow at 1 day; Red at 30 days
  - Non-major items: Yellow at 90 days; Red at 180 days
- **SDRs Aged Over One Year on Case Not Yet SSC**
- **Estimated Case Closure Date Passed on Case Not Yet SSC**

Case Closure Business Rules

- Open SDR on SSC Case (Tab only)
- ACC Case: SSC Date Greater than 2 Years & Not Submitted for Closure
- Non-ACC Case: SSC Date Greater than 4 Years & Not Submitted for Closure (Tab only)
- Case Interim Closed for 2 Years or More & No Change to ULO Balance for 2 Years or More (Tab only)
- MISIL Case Pending Closure & Not Forwarded by CAO within 30 Days
  - Aged S1 case status
- STARS/STATIS Case Pending Closure & Forwarded by ASN within 30 Days
  - Aged S2 case status
- Case Submitted to DFAS-DE for Closure & Not Closed within 180 Days
  - Aged 3S case status (Tab only)

Use of CEPT to Track Completion of Annual Case Review

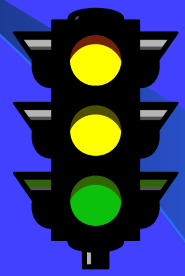
- **Automated case review implemented in Sep 06**
  - **Modeled after DSCA FMS Case Reconciliation and Review matrix**
  - **Automatic update of case review date in CEPT**
  - **Use of Laserfiche to fulfill FMR requirement of maintaining record of review in case folder**
    - **Electronically signed checklist is filed**

Navy-Wide CEPT Goals

Establish Acceptable/Unacceptable Ranges
- Example of 2 Business Rules -

Gross commitments exceed OA

FP-OCO	<1%	Green
	1-2%	Yellow
(All cases not submitted for closure)	>2%	Red

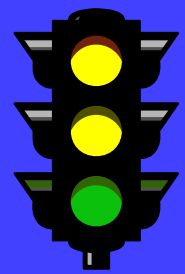


Nr. Of Cases:

22 Cases

Gross obligations exceed OA

FP-OOB	<1%	Green
	1-2%	Yellow
(All cases in CEPT)	>2%	Red



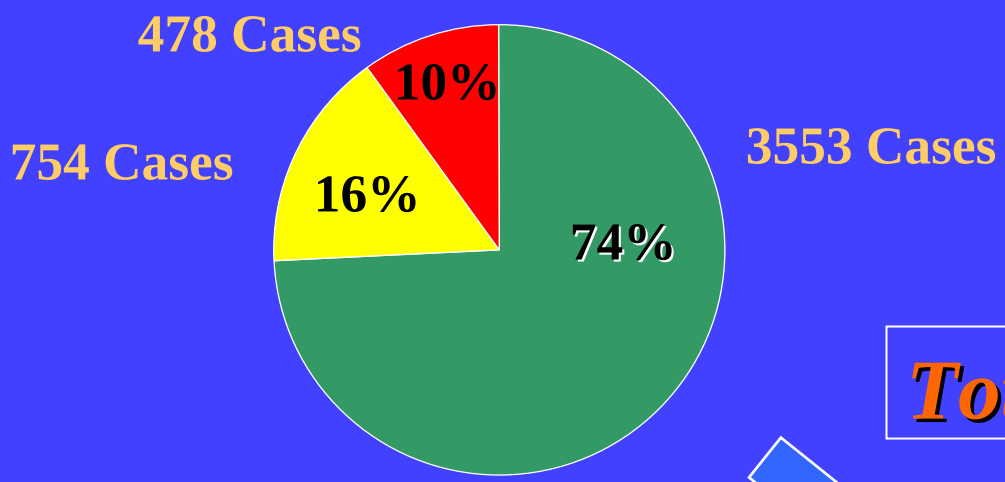
Nr. Of Cases:

18 Cases

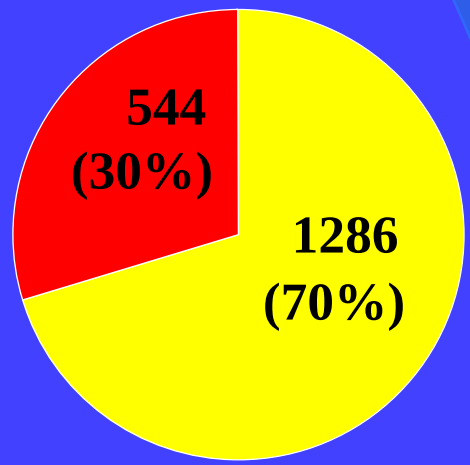
Navy CEPT Portfolio

Total Cases 4785

DEC 2006



Total Violations 1830



All CAOs – Top RED Business Rule Violations

Dec 06

Total Red Violations - 544

	Dec	Nov	Is This Good?
(CP-DS3) Non Maj Item RSN Delivery Schedule >180 days past	370	385	
(CP-ACR) Annual Case Review Not Complete	42	42	●
(FP-NCV) Net Case Value Exceeded Due to CAS<LSC or Royalty	33	33	
(FP-OCO) Overcommitted	22	21	●
(CP-DS1 Maj Item RSN Delivery Schedule > 30 days past	20		●

90% (487)

5 out of 9 rules

All CAOs - Top YELLOW *Business Rule Violations*

Dec 06

Total Yellow Violations - 1286

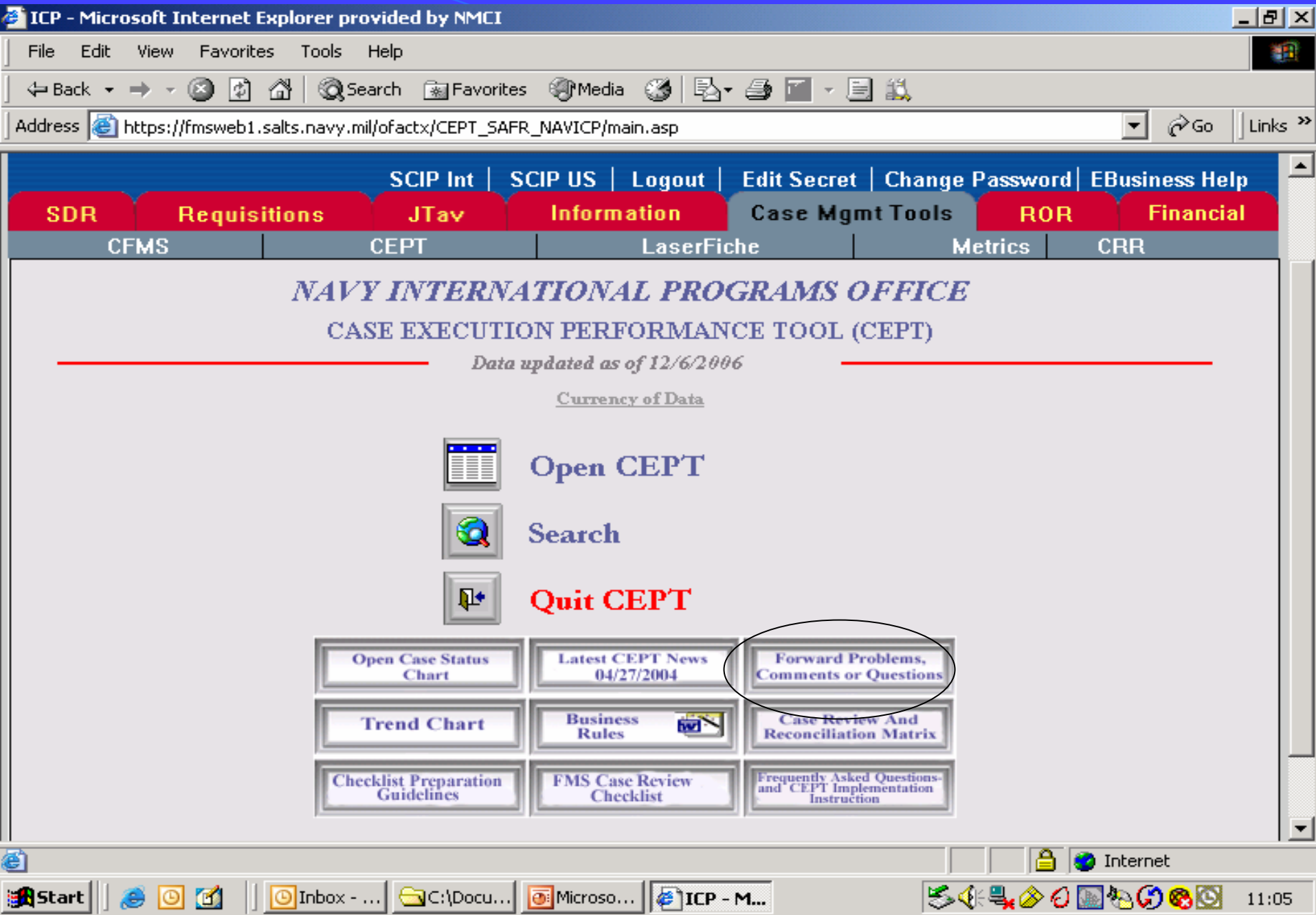
	Dec	Nov	Is This Good?
(CC-ACC) ACC case MSC > 2 years	230	236	
(FP-ACS) DIFS delivered Accessorials exceed DIFS ordered Accessorials	222	206	
(FP-LSC) Actual LSC exceeds estimated LSC	174	174	
(FP-OAE) Gross obligations exceed OA at line level	157	159	
(FP-CAS) Actual CAS exceeds estimated CAS	155	157	
(CP-SDR) Open SDR Over 1 Year Old	95	98	

81% (1033) 6 out of 17 rules

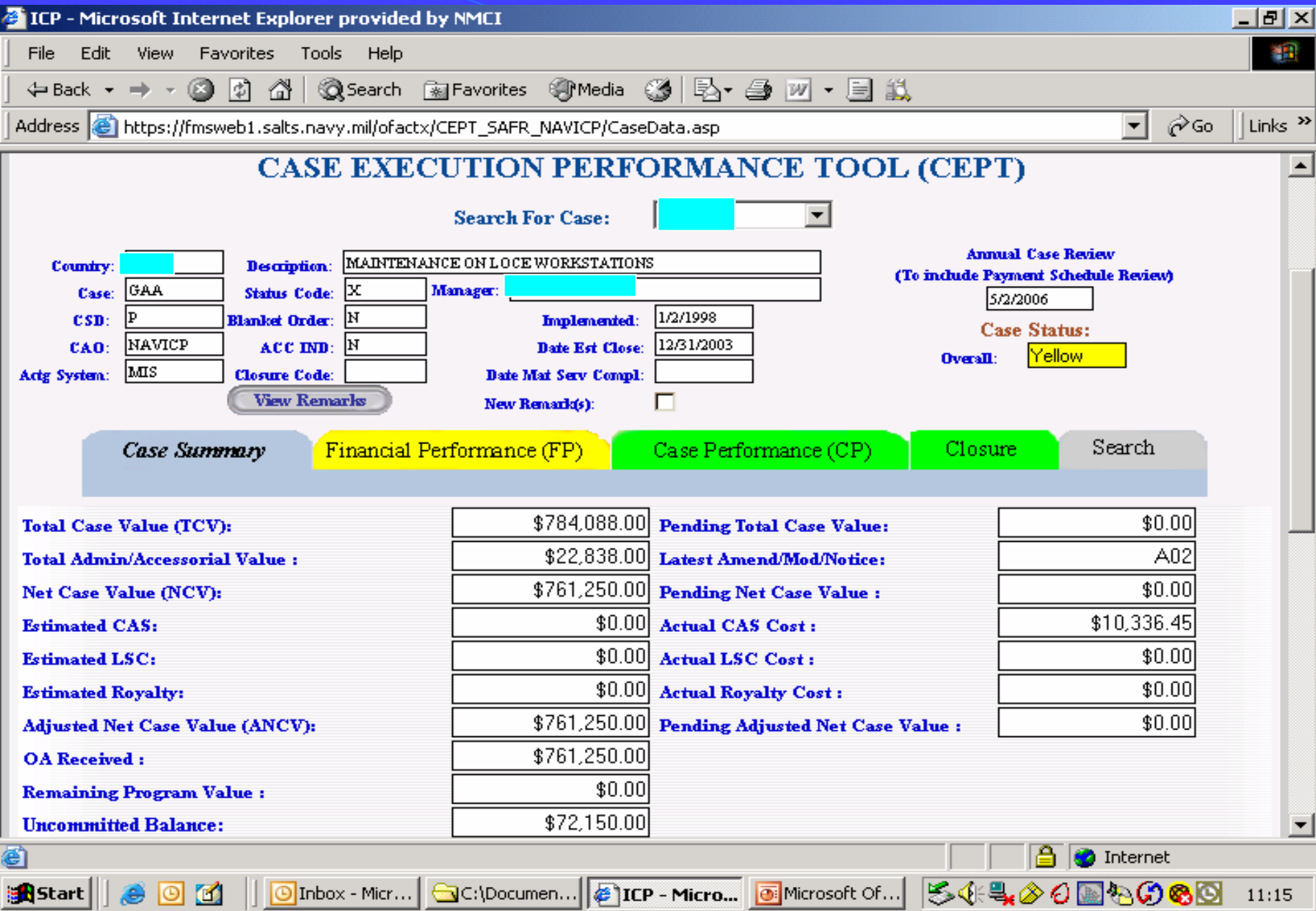
Benefits

- Emphasizes Case Manager accountability
- Promotes Navy Case Mgmt “Community” and “Communication”
- Helps focus limited resources on problem areas
- Shows our commitment to ensuring cases stay on track – logistically and financially
- Improve data integrity in Navy accounting systems
- Contributes to the development of case execution performance measures

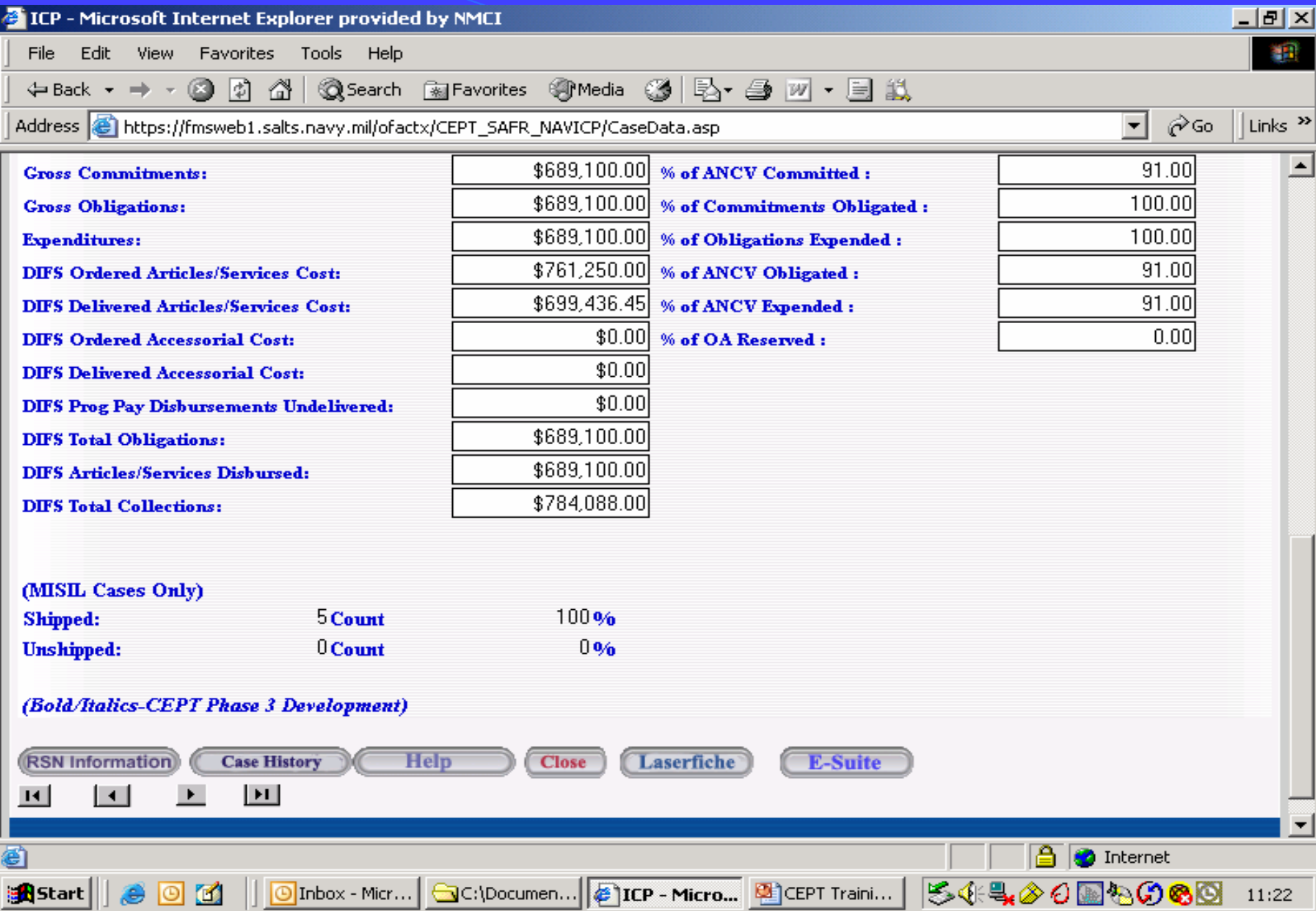
Opening CEPT screen – Click circled icon for CEPT questions



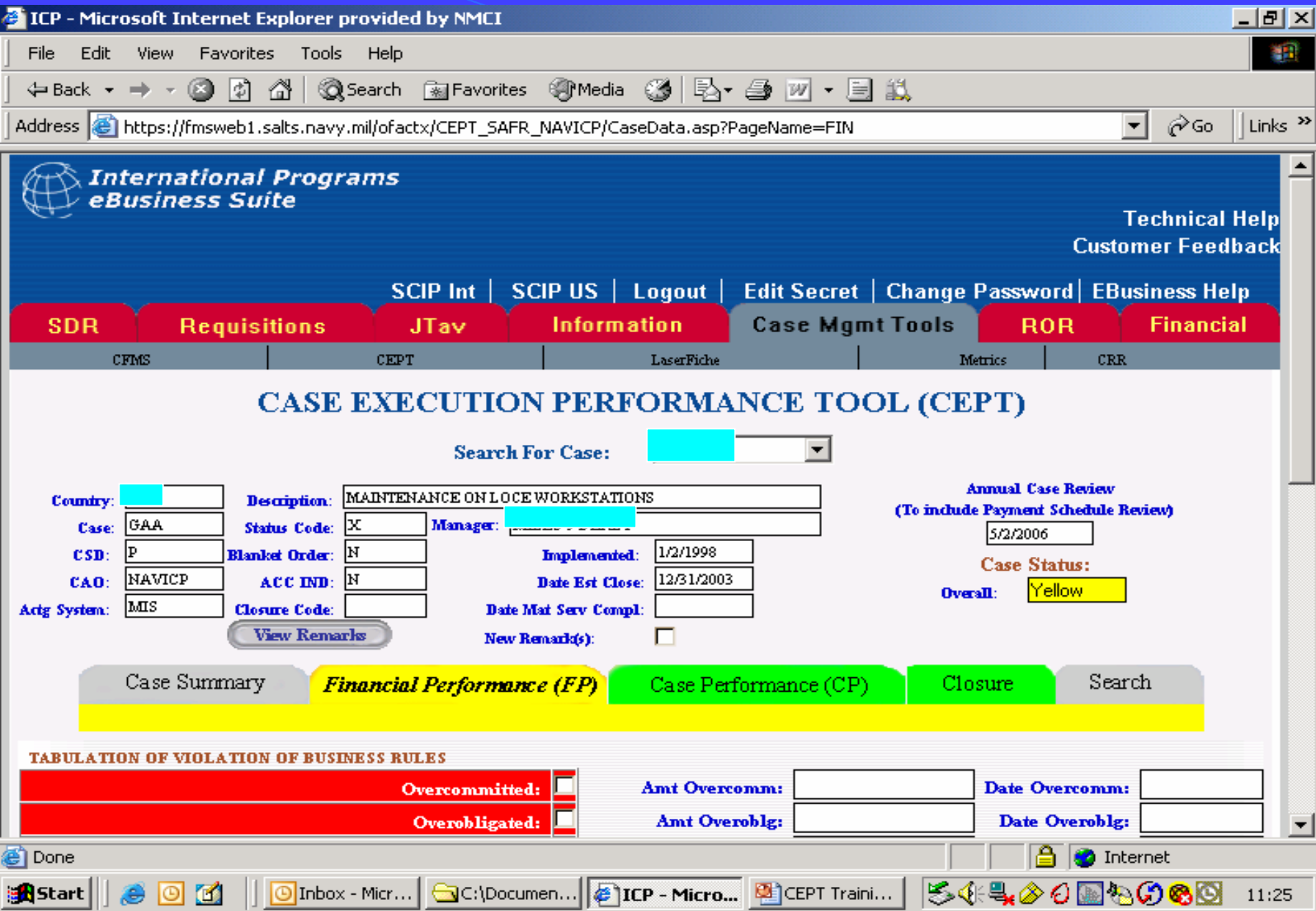
CEPT Case Summary Screen (top half of page)



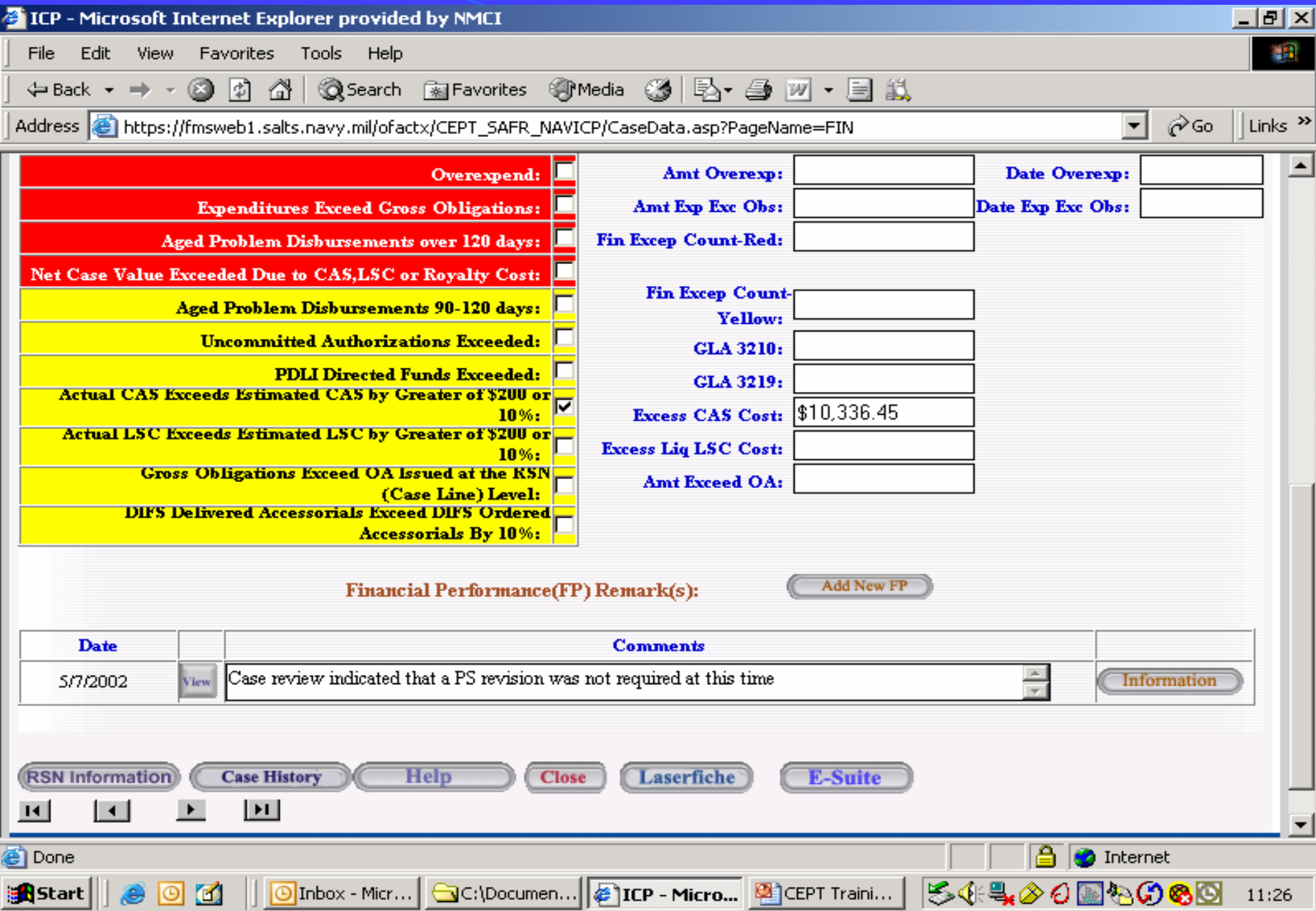
CEPT Case Summary screen (bottom half of page)



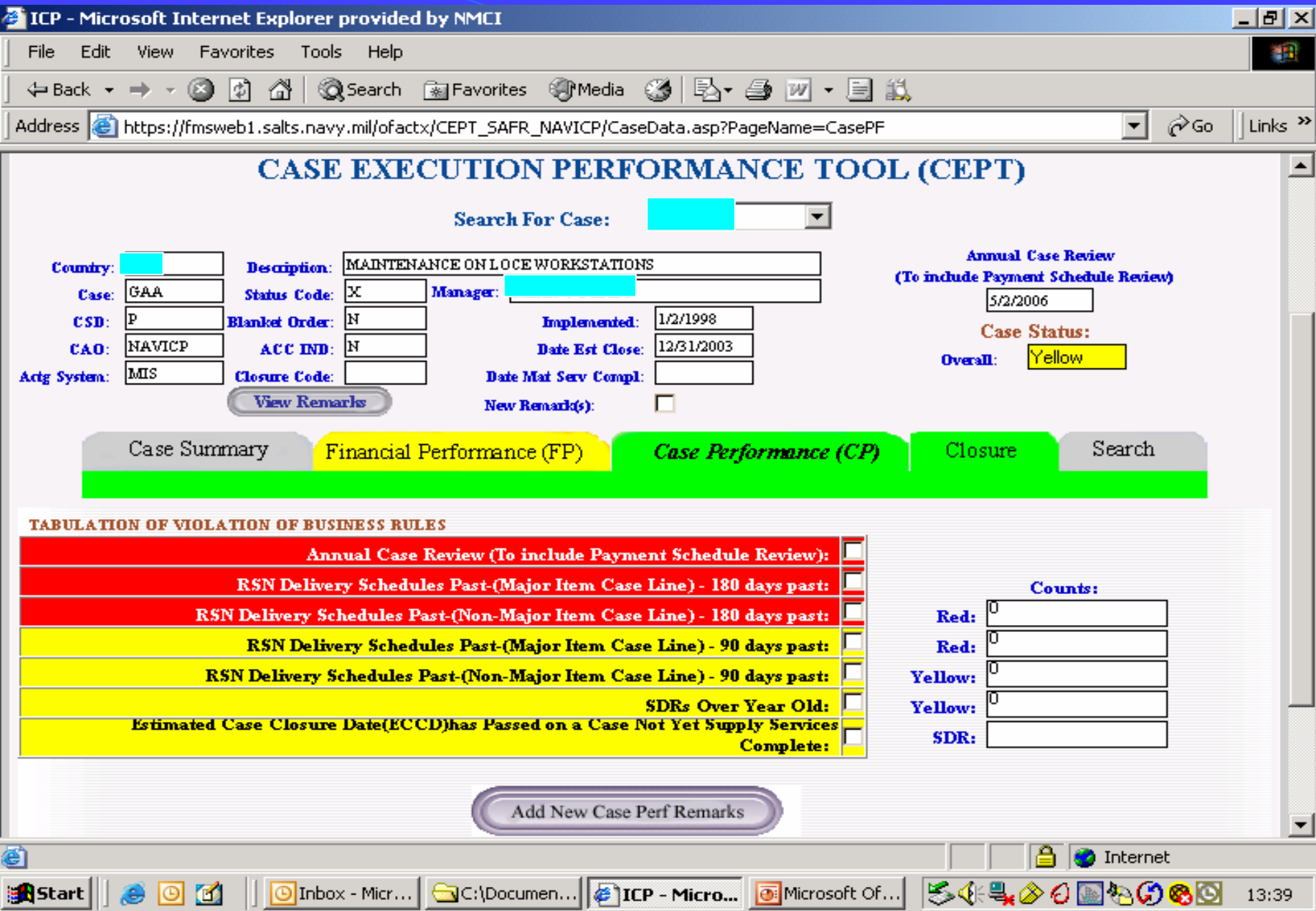
CEPT Financial Performance rules screen (top half of page)



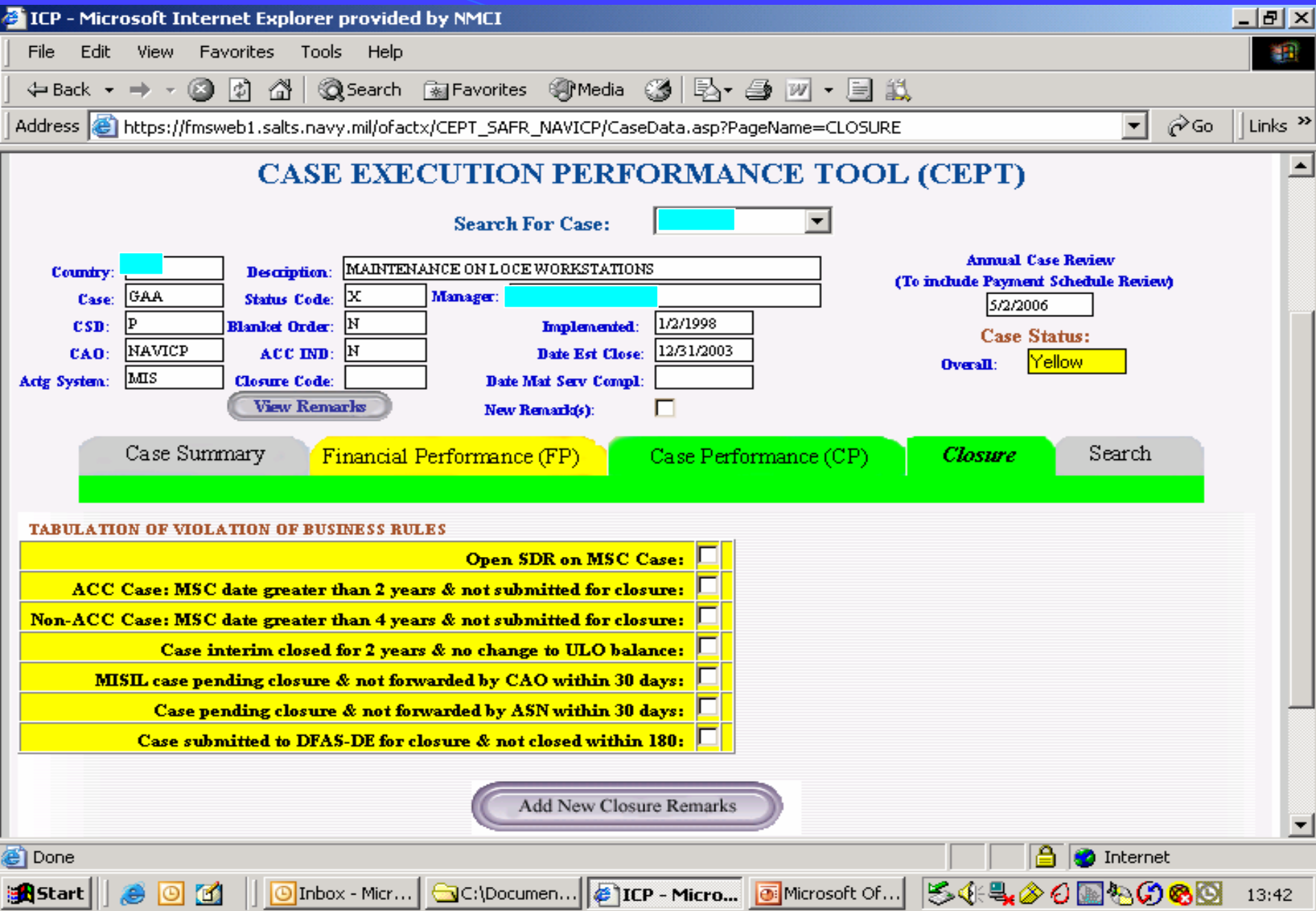
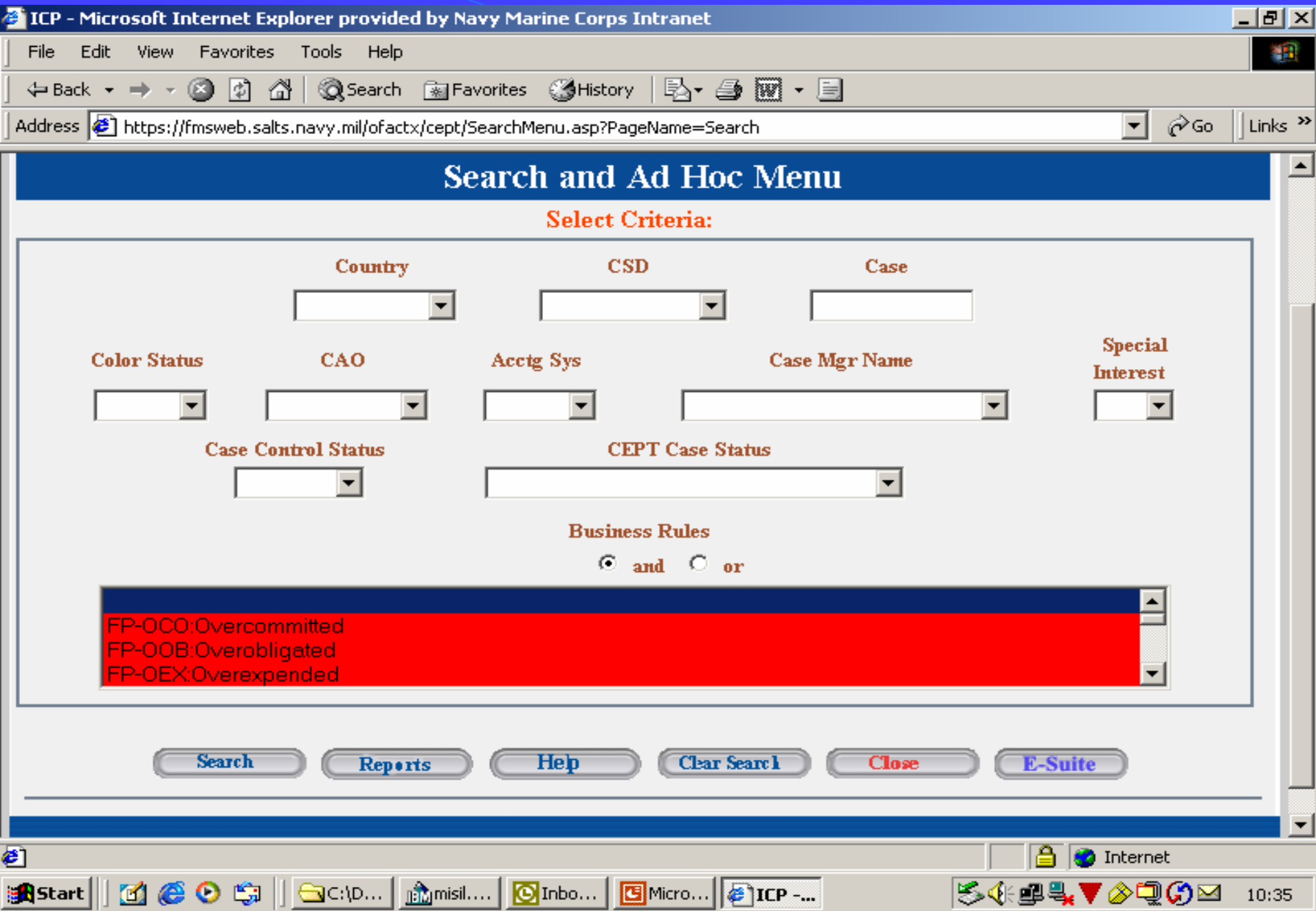
CEPT Financial Performance rules screen (bottom half of page)



CEPT Case (Logistical) Performance rules screen



CEPT Case Closure rules screen



CEPT Search and Ad Hoc Reports screen